

# 1997-99 Performance Progress Report

## For Quarter Ending June 1999

Agency 095

### Office of State Auditor

#### Mission

The mission of the State Auditor's Office is to promote government accountability.

#### Strategy

To provide independent, quality audits of state and local governments

#### Performance Measure

Percent of customers satisfied with the audit process. Citizens will be surveyed on satisfaction. Governments will be surveyed on accuracy of fact, fairness and value.

\* The 1997 percentage was based on survey of cities and counties

Outcome	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				74%				70%
Actual				*				
Date Measured								

#### Quarter 4 Comment

\*Survey is currently in progress. Results will be available in November 1998.

#### Performance Measure

Years in which the State Auditor demonstrates adherence to national quality standards by passing the National State Auditors Association's triennial peer reviews. The external review encompasses audits performed and related organizational controls.

\* This is done every three years

Outcome	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate					1			
Actual					1			
Date Measured					8/13/98			

#### Strategy

To collect and report consistent, timely and reliable government financial data.

#### Performance Measure

Percent of users satisfied with due process and value of the Budget, Accounting and Reporting Systems (BARS) prescription process. (Users are Citizens, Local Governments, Local Government Associations, Legislature, Legislative staff, etc.)

Outcome	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				87%				87%
Actual				*				
Date Measured								

#### Quarter 4 Comment

\* BARS is undergoing major business process re-engineering. Surveys will be conducted in March 1999.

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**Performance Measure** Percent of users satisfied with the publication of Local Government Comparative Statistics (LGCS). (Users are Citizens, Local Governments, Local Government Associations, Legislature, Legislative staff, etc.)

Outcome	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				87%				87%
Actual				*				
Date Measured								

**Quarter 4 Comment** \* LGCS is undergoing major business process re-engineering. Surveys will be conducted in January 1999.

**Strategy** To investigate and report, in a responsive and unbiased manner, assertions of improper activities in state government.

**Performance Measure** Percent of whistleblowers, agencies and alleged parties satisfied with the fairness and responsiveness of the State Auditor's investigative process.

Outcome	Fiscal Year 1998				Fiscal Year 1999			
	<u>Quarter 1</u>	<u>Quarter 2</u>	<u>Quarter 3</u>	<u>Quarter 4</u>	<u>Quarter 5</u>	<u>Quarter 6</u>	<u>Quarter 7</u>	<u>Quarter 8</u>
Estimate				65%				65%
Actual				*				
Date Measured								

**Quarter 4 Comment** \*Survey is currently in progress. Results will be available in November 1998.